

**FCC Form 481 - Carrier Annual Reporting**  
**Data Collection Form**

 FCC Form 481  
 OMB Control No. 3060-0986/OMB Control No. 3060-0819  
 July 2013

<010> Study Area Code	619014
<015> Study Area Name	GCI COMMUNICATION CORP.
<020> Program Year	2015
<030> Contact Name: Person USAC should contact with questions about this data	Adam Taylor
<035> Contact Telephone Number: Number of the person identified in data line <030>	2025559977 ext.
<039> Contact Email Address: Email of the person identified in data line <030>	ataylor@gci.com

ANNUAL REPORTING FOR ALL CARRIERS		54.313 Completion Required	54.422 Completion Required
		(check box when complete)	
<100> Service Quality Improvement Reporting	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<200> Outage Reporting (voice)	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<210> <input type="checkbox"/> <-- check box if no outages to report		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<300> Unfulfilled Service Requests (voice)	7 300 (Unfilled Service Requests) - Wireless.pdf	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<310> Detail on Attempts (voice)	(attach descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<320> Unfulfilled Service Requests (broadband)	0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<330> Detail on Attempts (broadband)	(attach descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<400> Number of Complaints per 1,000 customers (voice)		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<410> Fixed	0.0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<420> Mobile	0.19	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<430> Number of Complaints per 1,000 customers (broadband)		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<440> Fixed	0.0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<450> Mobile	0.71	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<500> Service Quality Standards & Consumer Protection Rules Compliance	(check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<510> (500) Service Quality - Wireless.pdf	(attached descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<600> Functionality in Emergency Situations	(check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<610> 600 (Emergency Functionality) - Wireless.pdf	(attached descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<700> Company Price Offerings (voice)	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<710> Company Price Offerings (broadband)	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<800> Operating Companies and Affiliates	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<900> Tribal Land Offerings (Y/N)?	(if yes, complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<1000> Voice Services Rate Comparability	(check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<1010> (1000) Voice Services Rate Comparability - Wireless.pdf	(attach descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<1100> Terrestrial Backhaul (Y/N)?	(if not, check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<1110>	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<1200> Terms and Condition for Lifeline Customers	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

**Price Cap Carriers, Proceed to Price Cap Additional Documentation Worksheet**

Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers

<2000>	(check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<2005>	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Rate of Return Carriers, Proceed to ROR Additional Documentation Worksheet</b>			
<3000>	(check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<3005>	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

(100) Service Quality Improvement Reporting  
Data Collection Form

FCC Form 481  
OMB Control No. 3060-0986/OMB Control No. 3060-0819  
July 2013

<010>	Study Area Code	619014
<015>	Study Area Name	GCI COMMUNICATION CORP.
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Adam Taylor
<035>	Contact Telephone Number - Number of person identified in data line <030>	2025559977 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	ataytaylor@gci.com
<110>	Has your company received its ETC certification from the FCC?	(yes / no ) <input type="radio"/> <input checked="" type="radio"/>
<111>	If your answer to Line <110> is yes, do you have an existing §54.202(a) "5 year plan" filed with the FCC?	(yes / no ) <input type="radio"/> <input type="radio"/>
<112>	If your answer to Line <111> is yes, then you are required to file a progress report, on line <112> delineating the status of your company's existing § 54.202(a) "5 year plan" on file with the FCC, as it relates to your provision of voice telephony service.	
<112>	Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your company is a CETC which only receives frozen support, your progress report is only required to address voice telephony service.	<div></div>
Please check these boxes below to confirm that the attached document(s), on line 112, contains a progress report on its five-year service quality improvement plan pursuant to § 54.202(a). The information shall be submitted at the wire center level or census block as appropriate.		
<113>	Maps detailing progress towards meeting plan targets	<input type="checkbox"/>
<114>	Report how much universal service (USF) support was received	<input type="checkbox"/>
<115>	How (USF) was used to improve service quality	<input type="checkbox"/>
<116>	How (USF) was used to improve service coverage	<input type="checkbox"/>
<117>	How (USF) was used to improve service capacity	<input type="checkbox"/>
<118>	Provide an explanation of network improvement targets not met in the prior calendar year.	<input type="checkbox"/>

Name of Attached Document

<010>	Study Area Code	619014
<015>	Study Area Name	GCI COMMUNICATION CORP.
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Adam Taylor
<035>	Contact Telephone Number - Number of person identified in data line <030>	202553977 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	ataylor@gci.com

[illegible]

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1/1/2014
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<703>					
<a1>	<a2>	<a3>	<b1>	<b2>	<b3>
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GCI COMMUNICATION CORP.

2015

Adam Taylor

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ataylor@gcl.com

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[illegible]

<010>	Study Area Code	619014
<015>	Study Area Name	GCI COMMUNICATION CORP.
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Adam Taylor
<035>	Contact Telephone Number - Number of person identified in data line <030>	202559977 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	ataylor@gci.com
<810>	Reporting Carrier	GCI Communication Corp.
<811>	Holding Company	GCI Holdings, Inc.
<812>	Operating Company	

[illegible]

**(900) Tribal Lands Reporting  
Data Collection Form**

FCC Form 481  
OMB Control No. 3060-0986/OMB Control No. 3060-0819  
July 2013

<010>	Study Area Code	619014
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<910> Tribal Land(s) on which ETC Serves

This list will be attached to the Engagement Obligation pdf as it exceeds the 1000 character limit.

2014 Tribal Engagement Form 481 narrative & Tribal contact list.pdf, Tribal engagement exhibit for upload.pdf, Rural Travel and Statewide Community Events Calendar\_2013\_v3.pdf

<920> Tribal Government Engagement Obligation

Name of Attached Document

If your company serves Tribal lands, please select (Yes, No, NA) for each these boxes to confirm the status described on the attached document(s), on line 920, demonstrates coordination with the Tribal government pursuant to § 54.313(a)(9) includes:

- <921> Needs assessment and deployment planning with a focus on Tribal community anchor institutions.
- <922> Feasibility and sustainability planning.
- <923> Marketing services in a culturally sensitive manner;
- <924> Compliance with Rights of way processes
- <925> Compliance with Land Use permitting requirements
- <926> Compliance with Facilities Siting rules
- <927> Compliance with Environmental Review processes
- <928> Compliance with Cultural Preservation review processes
- <929> Compliance with Tribal Business and Licensing requirements.

Select (Yes, No, NA)
Yes
Yes
Yes
Yes
Yes
Yes
Yes
Yes
Yes

(1100) No Terrestrial Backhaul Reporting  
Data Collection Form

FCC Form 481  
OMB Control No. 3060-0986/OMB Control No. 3060-0819  
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<1120> Please check this box to confirm no terrestrial backhaul options exist within the supported area pursuant to § 54.313(G) ☐

<1130> Please check this box to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps upstream within the supported area pursuant to § 54.313(G) ☐



**(1200) Terms and Condition for Lifeline Customers  
Lifeline  
Data Collection Form**

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OMB Control No. 3060-0986/OMB Control No. 3060-0819  
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<1210> Terms & Conditions of Voice Telephony Lifeline Plans

Name of Attached Document

<1220> Link to Public Website

HTTP <http://www.gci.com/wireless/plans/lifeline>

"Please check these boxes below to confirm that the attached document(s), on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:

<1221> Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers, ☒

<1222> Details on the number of minutes provided as part of the plan, ☒

<1223> Additional charges for toll calls, and rates for each such plan. ☒

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CHECK the boxes below to note compliance as a recipient of Incremental Connect America Phase I support, frozen High Cost support, High Cost support to offset access charge reductions, and Connect America Phase II support as set forth in 47 CFR § 54.313(b),(c),(d),(e) the information reported on this form and in the documents attached below is accurate.

Incremental Connect America Phase I reporting

<2010>	2nd Year Certification {47 CFR § 54.313(b)(1)}	<input type="checkbox"/>
<2011>	3rd Year Certification {47 CFR § 54.313(b)(2)}	<input type="checkbox"/>

Price Cap Carrier Receiving Frozen Support Certification {47 CFR § 54.312(a)}

<2012>	2013 Frozen Support Certification	<input type="checkbox"/>
<2013>	2014 Frozen Support Certification	<input type="checkbox"/>
<2014>	2015 Frozen Support Certification	<input type="checkbox"/>
<2015>	2016 and future Frozen Support Certification	<input type="checkbox"/>

Price Cap Carrier Connect America ICC Support {47 CFR § 54.313(d)}

<2016>	Certification Support Used to Build Broadband	<input type="checkbox"/>
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Connect America Phase II Reporting {47 CFR § 54.313(e)}

<2017>	3rd year Broadband Service Certification	<input type="checkbox"/>
<2018>	5th year Broadband Service Certification	<input type="checkbox"/>
<2019>	Interim Progress Certification	<input type="checkbox"/>

<2020> Please check the box to confirm that the attached document(s), on line 2021, contains the required information pursuant to § 54.313 (e)(3)(i), as a recipient of CAF Phase II support shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.

<2021>	Interim Progress Community Anchor Institutions
--------	--

Name of Attached Document Listing Required Information

(3000) Rate Of Return Carrier Additional Documentation  
Data Collection Form

FCC Form 481  
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July 2013

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<039>	Contact Email Address - Email address of person identified in data line <030>	ataylor@gci.com

CHECK the boxes below to note compliance on its five year service quality plan (pursuant to 47 CFR § 54.202(a)) and, for privately held carriers, ensuring compliance with the financial reporting requirements set forth in 47 CFR § 54.313(f)(2). Further certify that the information reported on this form and in the documents attached below is accurate.

(3010) Progress Report on 5 Year Plan  
Milestone Certification (47 CFR § 54.313(f)(1)(i))

<div></div>	Name of Attached Document Listing Required Information
-------------	--

(3011) Please check this box to confirm that the attached document(s), on line 3012 contains the required information pursuant to § 54.313 (f)(1)(ii), the carrier shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.

(3012) Community Anchor Institutions (47 CFR § 54.313(f)(1)(ii))

(3013) Is your company a Privately Held ROR Carrier (47 CFR § 54.313(f)(2))   
(3014) If yes, does your company file the RUS annual report (Yes/No)

Please check these boxes to confirm that the attached document(s), on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires:

(3015) Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers)

(3016) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows

(3017) If the response is yes on line 3014, attach your company's RUS annual report and all required documentation

<div></div>	Name of Attached Document Listing Required Information
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(3018) If the response is no on line 3014, is your company audited? (Yes/No)

If the response is yes on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains

(3019) Either a copy of their audited financial statement or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications

(3020) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows

(3021) Management letter issued by the independent certified public accountant that performed the company's financial audit.

If the response is no on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains:

(3022) Copy of their financial statement which has been subject to review by an independent certified public accountant, or 2) a financial report in a format comparable to RUS Operating Report for Telecommunications

(3023) Underlying information subjected to a review by an independent certified public accountant

(3024) Underlying information subjected to an officer certification.

(3025) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows

(3026) Attach the worksheet listing required information

<div></div>	Name of Attached Document Listing Required Information
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<b>Certification - Reporting Carrier Data Collection Form</b>	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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**TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:**

Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients	
I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate.	
Name of Reporting Carrier: GCI COMMUNICATION CORP.	
Signature of Authorized Officer: CERTIFIED ONLINE	Date 07/01/2014
Printed name of Authorized Officer: Lynda Tarbath	
Title or position of Authorized Officer: VP & CAO	
Telephone number of Authorized Officer: 9078685638 ext.	
Study Area Code of Reporting Carrier: 619014	Filing Due Date for this form: 07/01/2014
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

<b>Certification - Agent / Carrier Data Collection Form</b>	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<039> Contact Email Address - Email Address of person identified in data line <030>	ataylor@gci.com

**TO BE COMPLETED BY THE REPORTING CARRIER, IF AN AGENT IS FILING ANNUAL REPORTS ON THE CARRIER'S BEHALF:**

Certification of Officer to Authorize an Agent to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I certify that (Name of Agent) _____ is authorized to submit the information reported on behalf of the reporting carrier. I also certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual data reporting requirements provided to the authorized agent; and, to the best of my knowledge, the reports and data provided to the authorized agent is accurate.	
Name of Authorized Agent:	
Name of Reporting Carrier:	
Signature of Authorized Officer:	Date:
Printed name of Authorized Officer:	
Title or position of Authorized Officer:	
Telephone number of Authorized Officer:	
Study Area Code of Reporting Carrier:	Filing Due Date for this form:
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

**TO BE COMPLETED BY THE AUTHORIZED AGENT:**

Certification of Agent Authorized to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I, as agent for the reporting carrier, certify that I am authorized to submit the annual reports for universal service support recipients on behalf of the reporting carrier; I have provided the data reported herein based on data provided by the reporting carrier; and, to the best of my knowledge, the information reported herein is accurate.	
Name of Reporting Carrier:	
Name of Authorized Agent or Employee of Agent:	
Signature of Authorized Agent or Employee of Agent:	Date:
Printed name of Authorized Agent or Employee of Agent:	
Title or position of Authorized Agent or Employee of Agent:	
Telephone number of Authorized Agent or Employee of Agent:	
Study Area Code of Reporting Carrier:	Filing Due Date for this form:
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

## Attachments

**(200) Service Outage Reporting (Voice)  
Data Collection Form**

FCC Form 481  
OMB Control No. 3060-0986/OMB Control No. 3060-0819  
July 2013

<010>	Study Area Code	619014									
<015>	Study Area Name	GCI COMMUNICATION CORP.									
<020>	Program Year	2015									
<030>	Contact Name - Person USAC should contact regarding this data	Adam Taylor									
<035>	Contact Telephone Number - Number of person identified in data line <030>	202559977 ext.									
<039>	Contact Email Address - Email address of person identified in data line <030>	ataylor@gci.com									
<20>											
<a>	<b1>	<b2>	<b3>	<b4>	<c1>	<c2>	<d>	<e>	<f>	<g>	<h>
NORS Reference Number	Outage Start Date	Outage Start Time	Outage End Date	Outage End Time	Number of Customers Affected	Total Number of Customers	911 Facilities Affected (Yes / No)	Service Outage Description (Check all that apply)	Did This Outage Affect Multiple Study Areas (Yes / No)	Service Outage Resolution	Preventative Procedures
13-00459796	01/04/2013	12:10	01/04/2013	13:08	192	12400	No	Wireline (including cable) VoIP, Wireline (including cable) Voice (non-VoIP), Fiber mistakenly cut by technicians	No	Technicians spliced cable	n/a
13-00548418	01/05/2013	00:17	01/05/2013	19:37	192	192	No	Wireline (including cable) VoIP, Wireline (including cable) Voice (non-VoIP), Cellular, Major earthquake off SE Alaska	Yes	Repair ship dispatched to repair cable to original configuration	n/a
13-02354229	01/23/2013	09:33	01/23/2013	11:45	1	48	No	Electronics failure, circuit card	No	Failed card replaced	n/a
13-04644610	02/15/2013	02:10	02/15/2013	12:05	1	12	No	Electronics failure, circuit card	Yes	Faulty card replaced	n/a
13-06801379	03/08/2013	17:54	03/08/2013	21:15	1	10825	No	Wireline (including cable) VoIP, Cellular, Failure of satellite equipment at earth station	Yes	Technicians repaired cable	n/a
13-10052838	04/10/2013	07:43	04/10/2013	16:55	12	12	No	Failed line card in sonet multiplexer	No	Failed card replaced	n/a
13-10742987	04/17/2013	04:56	04/17/2013	15:21	2	15000	No	Cellular, Distribution router failure	No	Failed router replaced	n/a
13-11443969	04/24/2013	06:34	04/24/2013	12:20	12	12	No	Electronics failure, line card in multiplexer	No	Technician dispatched	n/a
13-14853424	05/28/2013	09:12	05/28/2013	11:50	48	48	No	Hardware failure, transmit card	No	Technician dispatched	n/a
13-15367531	06/01/2013	21:10	06/02/2013	17:25	48	48	No	Cable damage caused by digging error	No	Alternate routing until cables were repaired	n/a
13-15367796	05/28/2013	05:30	06/04/2013	00:30	1	231	No	Cellular, Earthstation flooded with rest of community	No	Earthstation rebuilt with replacement materials	n/a
13-16402780	06/12/2013	17:42	06/13/2013	18:40	108	108	No	Truck knocked out aerial fiber cable	No	Technicians repaired cable	n/a
13-16460932	06/13/2013	11:52	06/13/2013	14:55	1	180000	No	Wireline (including cable) VoIP, Wireline (including cable) Voice (non-VoIP), Cellular, GPS clock card malfunction in central office	Yes	Faulty card replaced	n/a

**(200) Service Outage Reporting (Voice)**  
**Data Collection Form**

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July 2013

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<220>											
<a>	<b1>	<b2>	<b3>	<b4>	<c1>	<c2>	<d>	<e>	<f>	<g>	<h>
NORS Reference Number	Outage Start Date	Outage Start Time	Outage End Date	Outage End Time	Number of Customers Affected	Total Number of Customers	911 Facilities Affected (Yes / No)	Service Outage Description (Check all that apply)	Did This Outage Affect Multiple Study Areas (Yes / No)	Service Outage Resolution	Preventative Procedures
13-16848491	06/16/2013	21:33	06/17/2013	15:38	66	4000	No	Wireline (including cable) VoIP, Wireline (including cable) Voice (non-VoIP), Bullet damage to fiber optic cable	Yes	Services moved to undamaged fiber until final repairs made	Outside plant technicians investigated burying cable
13-22573730	08/13/2013	14:00	08/14/2013	12:47	1	115000	No	Intermittent inability to place GSM calls	Yes	Vendor investigated	n/a
13-23256579	08/20/2013	08:00	08/20/2013	12:50	1	5000	No	CDMA prepaid subs unable to place calls	Yes	Vendor troubleshooting and rebooting prepaid platform	n/a
13-23358642	08/21/2013	10:35	08/21/2013	15:00	1	97000	No	Cellular, Failed EPG server(s)	Yes	Replacement EPG server built and brought online	n/a
13-25712304	09/13/2013	20:51	09/13/2013	23:22	192	192	No	Failed transmit receive card in multiplexer	Yes	Failed card replaced	n/a
13-27048004	09/27/2013	08:50	09/27/2013	09:41	1	100000	No	Wireline (including cable) VoIP, Wireline (including cable) Voice (non-VoIP), ss7 links inadvertently broken	Yes	Temporary patches	n/a
13-28066745	10/06/2013	07:00	10/08/2013	15:05	1	1189	No	Cellular, Outside satellite carrier down	No	Replacement of failed satellite modem	n/a
13-28353595	10/10/2013	03:48	10/10/2013	15:12	1	110000	Yes	Primary trunk disrupted and secondary insufficient	No	Secondary trunk properly re-provisioned	n/a
13-29008403	10/16/2013	21:31	10/16/2013	22:15	1	119300	No	Cellular, EPG routing engine failure	Yes	Vendor solved software crash of problem via patch	n/a
13-29267450	10/19/2013	13:31	10/19/2013	20:40	579	579	No	Tree knocked down aerial fiber cable	Yes	Technicians spliced cable	n/a
13-29977637	10/26/2013	00:29	10/26/2013	17:41	6	100	No	Cellular, Microwave failed to work after relocation	No	software update and installation of new cards	n/a
13-30456223	10/31/2013	09:55	11/06/2013	09:30	48	48	No	shotgun damage to fiber	No	New cable spliced	n/a
13-30853903	11/4/2013	09:46	11/4/2013	10:40	1344	1344	No	Failed amplifier card on DWDM system	No	Failing card replaced	n/a



FCC Form 481  
OMB Control No. 3060-0986/OMB Control No. 3060-0819  
July 2013

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<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Adam Taylor
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<039>	Contact Email Address - Email Address of person identified in data line <030>	ataylor@gci.com

[illegible]

FCC Form 481  
OMB Control No. 3060-0986/OMB Control No. 3060-0819  
July 2013

<701> Residential Local Service Charge Effective Date  
<702> Single State-wide Residential Local Service Charge

<703>[illegible]

FCC Form 481  
OMB Control No. 3060-0986/OMB Control No. 3060-0819  
July 2013

619014

GCI COMMUNICATION CORP.

2015

Adam Taylor

2025559977 ext.

ataylor@gci.com

[illegible]

FCC Form 481  
OMB Control No. 3060-0986/OMB Control No. 3060-0819  
July 2013

<010>	Study Area Code	619014
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<030>	Contact Name - Person USAC should contact regarding this data	Adam Taylor
<035>	Contact Telephone Number - Number of person identified in data line <030>	2025559977 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	ataylor@gci.com
<810>	Reporting Carrier	GCI Communication Corp.
<811>	Holding Company	GCI Holdings, Inc.
<812>	Operating Company	

[illegible]

**GCI Communication Corp.**

SAC: 619014

Form 481: (300) *Unfilled Service Requests*

In 2013, GCI had seven instances<sup>1</sup> in which it was unable to improve wireless coverage on a short term basis. In all seven cases, the customers were given the option roaming on another carrier's network in the affected area or porting their numbers to a GCI wireless competitor. Five of these customers chose to remain on GCI's network with additional roaming capability. Two of the seven customers chose to port their numbers to a competitive carrier. In both instances where the customers chose to port their numbers, GCI provided credits and/or waived all fees and charges.<sup>2</sup>

GCI reports these matters in the event the Commission considers them encompassed by the reporting requirement herein. There are no other service denials to report.

**First Case:** Customer reported his issues to GCI on March 28, 2013. GCI escalated the ticket internally for drive testing to determine how we could provide wireless service. On April 1, 2013, the wireless operations group determined that customer was in a low coverage area and we would not be able to provide a short-term solution for the limited wireless coverage. Due to GCI not having a short-term solution to resolving this incident, we informed customer of our short-term abilities and offered allowed him to seek out another carrier for his wireless needs.

**Second Case:** Customer reported her wireless issues to GCI on July 1, 2013. GCI escalated the ticket internally for drive testing to determine the level signal GCI was providing. The wireless ran group stated the issue was due to the service cell sector overshooting customer's place of residence. GCI offered to arrange a technology change from the GSM network to the CDMA network in efforts to correct the low signal quality. Customer ultimately decided to port her services to another carrier as we were unable to provide a short-term solution for her issues.

**Third Case:** Customer reported her wireless coverage issues to GCI on August 22, 2013. GCI performed a drive test at the wireless service address and found the area to be a low coverage gap. On September 11, 2013, GCI allowed roaming for customer's wireless service which has resolved her issues.

**Fourth Case:** Customer reported his issues to GCI on August 23, 2013. GCI escalated the ticket internally for drive testing to determine how we could provide wireless service. On September 2, 2013, our wireless operations group determined that customer was in located in an area where GCI would need a new cell site to provide coverage. Due to GCI not having a short-term solution to resolving this incident, we informed customer that we

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<sup>1</sup> Chickaloon, Fairbanks (2), Homer, Talkeetna, Wasilla, Willow.

<sup>2</sup> The names and telephone numbers of these customers are not provided in order to protect their privacy. The information is available to Commission Staff upon request.

do not currently have a cell site in his location. We also explained that we would enable roaming to allow him to connect to the AT&T wireless network.

**Fifth Case:** Customer reported her wireless issues to GCI on August 26, 2013. GCI escalated the ticket internally for drive testing to determine the level of wireless service we are able to provide. On August 28, 2013, the wireless operations group determined that customer was located in a low coverage area. The recommended short-term solution from the Wireless Ran was to allow roaming on the AT&T network. On August 29, 2013, GCI removed the roaming restrictions and confirmed that customer had functional wireless service.

**Sixth Case:** Customer reported his wireless issues to GCI on September 30, 2013. GCI had to remove the roaming restrictions to allow this user to roam on the AT&T wireless network. We confirmed that allowing roaming for this subscriber allowed him to have functional wireless service at his home on October 9, 2013.

**Seventh Case:** Customer reported her wireless issues to GCI on October 22, 2013. GCI had to remove the roaming restrictions to allow this user to roam on the AT&T wireless network. We confirmed that allowing roaming for this subscriber allowed her to have functional wireless service at her home on October 9, 2013.

**GCI Communication Corp.**

SAC: 619014

Form 481: (500) *Service Quality Standards & Consumer Protection Rules Compliance*

GCI hereby certifies that it complies with 3 AAC 53.450 regarding consumer protection and service quality standards as adopted by the Regulatory Commission of Alaska, as well as almost all provisions of the CTIA Consumer Code for Wireless Service.

\_\_\_\_\_/s/ *Chris Nierman*\_\_\_\_\_

Chris Nierman

Senior Counsel, Federal Affairs

General Communication, Inc.

1350 I Street, N.W., Suite 1260

Washington, DC 20005

(202) 457-8815

**GCI Communication Corp.**

SAC: 619014

Form 481: (600) *Functionality in Emergency Situations*

Pursuant to the Commission's rules in 47 CFR §§ 54.313(a)(7) and 54.422(b)(4), General Communication, Inc. ("GCI") hereby certifies its ability to remain functional in emergency situations through the following measures:

- I. GCI has a reasonable amount of back-up power to ensure functionality without an external power source:
  - A. GCI has an active battery plant maintenance and replacement program to ensure a minimum of eight hours of battery backup.
  - B. GCI has portable generators stationed in communities with known commercial power issues and also has supplemental generators stationed at hub communities that are available for dispatch as needed.
- II. GCI is able to reroute traffic around damaged facilities in locations where there is more than one interexchange carrier ("IXC"). GCI can also deploy portable ku VSAT terminals to restore services in the event of a damaged facility where a second IXC is not available.
- III. GCI is capable of managing traffic spikes resulting from emergency situations, because it designs trunk groups with a maximum of 1 blocked call per one hundred calls during the yearly busy hour.

/s/ Chris Nierman

Chris Nierman  
Senior Counsel, Federal Affairs  
General Communication, Inc.  
1350 I Street, N.W., Suite 1260  
Washington, DC 20005  
(202) 457-8815



**GCI Communication Corp.**

SAC: 619014

Form 481: (1000) *Voice Services Rate Comparability*

GCI hereby certifies that it complies with requirements set out in 47 CFR § 54.313(a)(10)<sup>1</sup> regarding pricing of voice services as follows:

The mobile voice services pricing offered by GCI is no more than two standard deviations (\$46.96) above the national urban rate (\$20.46) for voice service as specified in the March 20, 2014 public notice issued by the Wireline Competition Bureau and the Wireless Telecommunications Bureau.

/s/ Chris Nierman

Chris Nierman

Senior Counsel, Federal Affairs

General Communication, Inc.

1350 I Street, N.W., Suite 1260

Washington, DC 20005

(202) 457-8815

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<sup>1</sup> 47 CFR § 54.313(a)(10) reads: *Beginning July 1, 2013*. A letter certifying that the pricing of the company's voice services is no more than two standard deviations above the applicable national average urban rate for voice service, as specified in the most recent public notice issued by the Wireline Competition Bureau and Wireless Telecommunications Bureau[.]